

ABSTRACT

The present invention is directed to balancing resource loads. In particular, the present invention is directed to assigning work to service locations having the greatest probability of servicing the work within a target time. Because an average wait time is 5 not necessarily equal to a probability of servicing work within a target time, the present invention is useful in meeting service target goals. Because the present invention operates by comparing the probability of a defined set of service locations to one another, absolute probabilities need not be calculated. Instead, relative probabilities may be used in assigning work.